

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)

1. Post Panama

2. Agency State

3a. Position Number
A56024

3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☒

4. Reason For Submission

☐ a. Redescription of duties: This position replaces

(Position Number)_____ (Title)_____ (Series)_____ (Grade)_____

☒ b. New Position Position Established on November 2014☐ c. Other (explain)

| | | | | |
|----------------------------------|---|----------------|----------|----------------------|
| 5. Classification Action | Position Title and Series Code | Grade | Initials | Date (mm-dd-yyyy) |
| a. Post Classification Authority | Residential Security Technician, FSN-0701 | FSN-5; FP-9 | TLO | 10/30/14 |
| b. Other | | | | |
| c. Proposed by Initiating Office | Residential Security Technician | | | |

6. Post Title of Position (*if different from official title*)

Residential Security Technician

7. Name of Employee

8. Office/Section

American Embassy Panama

b. Second Subdivision

a. First Subdivision

Regional Security Office

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

Printed Name of Employee

Printed Name of Supervisor

Signature of Employee

Date (*mm-dd-yyyy*)

Signature of Supervisor

Date (*mm-dd-yyyy*)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Printed Name of Chief or Agency Head

Printed Name of Admin or Human Resources Officer

Signature of Chief or Agency Head

Date (*mm-dd-yyyy*)

Signature of Admin or Human Resources Officer

Date (*mm-dd-yyyy*)

13. Basic Function of Position

For the 138 USG-owned/leased residential properties in Panama the Residential Security Technician (RST) repairs, maintains and services all electronic security systems. Inspects all door contacts, passive infra-red sensors, glass break sensors, panic buttons, and intercom systems to determine functionality prior to an occupant moving in. Works with the GSO section and landlords regarding maintenance work (carpentry, welding, electrical) to be done in conjunction with electronic residential security equipment. Liaise with American employees for residential security issues. Installs alarm components, troubleshoots alarm problems and makes emergency repairs to alarm systems. Determines need for emergency technical services by alarm installation companies.

14. Major Duties and Responsibilities.

The RST repairs, installs and services security alarm systems, and CCTV (where applicable) for all U.S. mission residences in Panama. Assists the RSO and RSC with residential security issues such as malfunctioning security systems, grills, and locks and on upgrades to existing security systems.

In the future, the RST may also be responsible for installation and maintenance of alarm transmitters and all equipment pertaining to the installation and maintenance of a Central Alarm Monitoring System (CAMS) in Panama. The RST may oversee CAMS operators and maintain all data in the CAMS software. **60 % of time**

Assists the RSC with residential security funds, prepares purchase orders for purchasing of security equipment/hardware. Coordinates with alarm installation companies for alarm installations, removals, inspections, trouble shooting and instructions. Reviews residential security invoices. Makes appointments with occupants for visits to residences to identify and repair faults on security equipment and to provide alarm briefings. **30 % of time**

Provides assistance on a 24hr basis to mission employees in the event of technical failure of security equipment caused by various reasons such as lightning storms and electrical problems. Provides technical security advice to NGOs and other organizations upon request of the RSO. Assists in the immediate repair to USG residences that have been victimized by burglary or attempted break-ins. Monitors latest trends in burglary and home invasion.

Assists in the make ready process and the return of the property back to the landlord including the installation/removal of residential alarm systems as well as video cameras and alarm monitoring equipment in accordance with RSC direction

Other related duties as assigned. **10 % of time**

NOTE: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. Qualifications Required For Effective Performance

a. Education:

Completion of secondary school or graduation from a vocational high school is required.

b. Prior Work Experience:

Minimum 3 years' experience in the installation, repair and maintenance of electrical security systems or as a journeyman electrician performing security system installation or repairing electrical systems.

c. Post Entry Training:

Training in electronic alarm systems, specifically Honeywell Ademco Vista 48 SSMES panels or similar. Proficiency in Microsoft Word, Excel or other Access database software's.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

English (II)/Spanish (III).

e. Job Knowledge:

Knowledge of electrical circuitry related to security alarms systems, CCTV security camera systems, and other related security equipment.

f. Skills and Abilities:

Ability to make quick decisions using own initiative regarding security products and assist the RSC to create new ideas to better the security of all residences making sure everyone is safe. Ability to crawl in small spaces in the roof area of residences. Ability to properly survey residences to determine security equipment installation requirements while minimizing costs, damage, and installation time. Must possess a valid driver's license (Type C) to operate motor vehicle used to transport incumbent to each work location. Must have an electrician's license from an accredited institution or as an electrician from the Junta Tecnica de Ingenieria y Arquitectura de Panama.

16. Position Elements

a. Supervision Received:

Supervised by the Residential Security Coordinator.

b. Supervision Exercised:

None.

c. Available Guidelines:

Attain a working level knowledge of the Foreign Affairs Manual pertaining to Diplomatic Security (DS) instructions and procedures for Residential Security. Incumbent will work with 28 different USG agencies at Post.

d. Exercise of Judgment:

Within the current framework of assigned duties and responsibilities and when performing assessments regarding the installation of alarm systems. A degree of initiative is necessary in determining how the incumbent performs the scope of assigned work.

e. Authority to Make Commitments:

None.

f. Nature, Level and Purpose of Contacts:

Coordinates with contractors for alarm and other security upgrade installations, including assisting the RSC with inspection of all work performed by contractors.

g. Time Expected to Reach Full Performance Level:

Six months.